

E-01345A-07-0713



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ARIZONA CORPORATION COMMISSION

4700

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 66243

Date: 2/4/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Marlene**

Louden

Account Name: Marlene Loudon

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: [REDACTED]

CBR: [REDACTED]

State: AZ Zip: 00000

is: E-Mail

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: n/a

Arizona Corporation Commission

DOCKETED

FEB - 6 2008

DOCKETED BY [REDACTED] **nr**

Nature of Complaint:

From: Mar [mailto:[REDACTED]]
Sent: Wednesday, January 02, 2008 6:56 PM
To: Utilities Div - Mailbox
Subject: APS Request

RECEIVED
2008 FEB - 6 A 9:54
AZCORP COMMISSION
DOCKET CONTROL

APS is going to ask for a "transmission" fee increase to be added to each bill.

You have agreed to let APS raise their rates I believe 3 times within the last 12 months.

APS claims this is not a "rate increase" but a much needed "transmission fee" increase.

It doesn't matter what they call it, it is once again an increase in my monthly bill. Have you ever looked at all the charges on your electric bill from APS? The amount for electricity is minimal. All the rest is "fees.... fees.... fees".

With the economy the way it is, I believe APS shareholders are not getting the amount of money they want, and are giving APS some complaints. If APS raises rates or transmission fees, or whatever they want to call it, they can continue to pay their shareholders and even increase the worth of their shares.

Please, please.... this time say "NO" to APS on a requested increase in yet another "fee". It still means a larger bill.

Let them charge more for new business and/or new homeowners for the "connection" fees. That would be more fair, rather than increase after increase.

Thank you

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Marlene Louden
Phoenix Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

(e-mailed following response to consumer)

February 4, 2008

Marlene Louden
Phoenix, Arizona

RE: Arizona Public Service Company

Dear Ms. Louden:

Your e-mail regarding the Arizona Public Service Company, ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utilities Consumer Analyst
Utilities Division

Opinion filed in docket no. E-01345A-07-0713
End of Comments

Date Completed: 2/4/2008

Opinion No. 2008 - 66243
